



## ASC – Accounts Payable Troubleshooting Unpaid Invoices

### Quick Reference Card

This AP Troubleshooting Quick Reference Card (QRC) will assist AASIS users experiencing problems with unpaid invoices. The QRC will address the most common question: “**My invoice did not get paid, why not?**”

If you have any questions, please contact the AASIS Help Desk at 683-2255.

***Directions:*** Review each of the QRC’s nine potential reasons for an unpaid invoice. Use each of the troubleshooting transactions, as appropriate. A column for user notes and check off is included. Make note of the findings or applicability of each reason. The QRC document may be saved if necessary using “Save As” and a user filename.

***If a determination cannot be made for unpaid invoices, forward the completed QRC note to the Accounts Payable Supervisor. If the Accounts Payable Supervisor cannot determine the reason for an unpaid invoice as one listed in the QRC, then perform the following actions:***

- 1) After considering and investigating each reason, include necessary document numbers. Copy and paste only the “Results Requiring Further Assistance” (the last page of this guide) into the Help Desk request form at [http://www.arkansas.gov/dfa/aasis/aasis\\_helpdeskform.php](http://www.arkansas.gov/dfa/aasis/aasis_helpdeskform.php)***

***Note: Retain the completed QRC for reference for the Help Desk’s response .***

- 2) Press Submit to e-mail.***



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Potential reason for an unpaid invoice	Transaction for troubleshooting	Transactions to aid in producing payment	User's Notes
1) FI Invoice is parked; invoices must be posted in order to generate payment	FBL1N  Note: Select Parked Items on initial screen.  Note: Display results with yellow triangular symbols indicates items are parked.	FBV2 to make any necessary changes to the parked document  FBV0 to post parked invoice	
2) Master record for vendor lacks information: (FI or MM) <ul style="list-style-type: none"> <li>- contains neither a street or PO box</li> <li>- street address is typed in the second line; the system looks at the first line and sees a blank</li> <li>- banking information for an automatic payment is lacking</li> <li>-</li> </ul>	XK03	None.  Submit vendor master data update request to Office of State Procurement	
3) FI or MM Invoices lacks payment method	ZOPENITEM: Payment method column appears blank	FB02 to enter payment method	
4) MM Logistics invoice (MIRO) is on hold; invoices must be posted in order to generate payment	MR1B to display held MIROs if logistics document number is unknown. MR2M to display held MIRO if logistics document number is known.	MR2M to post which places logistics invoice in on-line verification status for the three-way match	



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5) MM MIRO (logistics) invoice is blocked	MR3M (Note: Use the change view icon to locate the screen that contains blocking reasons. "P" indicates a pricing block and "Q" indicates a Quantity block.)	<p>Pricing and Quantity blocks occur for various scenarios. Discrepancies must be corrected. Corrections may include reversing the invoice with MR8M, so that a Goods Receipt may be corrected. MRBR is the transaction to release a blocked logistics invoice; however, MRBR should be used <b>only</b> after all corrective measures have been exhausted.</p> <p><b>IMPORTANT:</b> Releasing a logistics invoice that contains discrepancies from the Purchase Order and Goods Receipt may result in a discrepancy in the GR/IR general ledger account, and may result in a potential audit finding.</p>	



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6) Amount of MM logistics invoice is \$100,000 or over and the system places an “O” for Other as an automatic block for a safeguard for payments of this significance	MR3M  (Note: Use the change view icon to locate the screen that contains blocking reasons.)	MRBR  <b>IMPORTANT:</b> MRBR permits the release of a blocked invoice. It is important that any errors contained in a logistics invoice be corrected before release. Releasing a logistics invoice that contains discrepancies from the Purchase Order and Goods Receipt may result in a discrepancy in the GR/IR general ledger account, and may result in a potential audit finding.	
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7) FI or MM invoices: At least one line item fund balance is insufficient to pay the line item. Any one line item that has insufficient funds will prevent the entire invoice from paying.	Y_DEV_80000025 or GD13  Note: Remember to total all line items containing the same fund when considering if the fund balance is ample for payment.	Increase fund balance to a sufficient level for payment, or pay from another appropriate fund that contains a sufficient amount.  <b><u>TIP for FI invoices only:</u></b> To change a fund code without re-entering an entire FI invoice again, use FBR2 to post with reference using the invoice document number of the unpaid invoice. Change document and posting dates as necessary. Change cost center as necessary. Upon posting the new invoice, delete the old invoice using FB08.  <b>Important:</b> When using this time saving tip, always remember to delete the invoice which was no longer needed to prevent accidental payment.	



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8) FI or MM invoices: Payment is not due to pay yet	<p>ZOPENITEM</p> <p>Note: Review the Baseline date and the payment terms. The payment terms uses the Baseline date to determine the due date.</p> <p>Also, check to see if a number has been entered into the Days field for Payment terms. Payment terms of Pay Immediately (0001) with an entry of 2 in the Days field will not pay for 2 days.</p>	Use FB02 to change the baseline date or change the payment terms to pay sooner if desired.	
9) FI or MM invoices: Invoice contains a manual payment block	<p>ZOPENITEM</p> <p>The code of A will show under the Payment Block field when a user has manually keyed a payment block.</p>	<p>FB02</p> <p>The manual block can be removed by deleting the A in the Payment Block field .</p>	



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#### **RESULTS REQUIRING FURTHER ASSISTANCE**

Upon completing all steps in each appropriate section, document results below that require further assistance. Copy and paste this page only into the Help Desk request form at

[http://www.arkansas.gov/dfa/aasis/aasis\\_helpdeskform.php](http://www.arkansas.gov/dfa/aasis/aasis_helpdeskform.php)

Invoice Number: \_\_\_\_\_

Documents' current status:

☐ Parked ☐ Held

☐ Open

☐ Cleared

Transaction Code: \_\_\_\_\_(where problem occurred)

Transaction's Results:

Specific concern regarding the above transaction's results: